County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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March 16, 2012

To: Supervisor Zev Yaroslavsky, Chairman
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From: Philip L. Browning
Director

LATINO FAMILY INSTITUTE FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Out-of-Home Care Management Division (OHCMD) conducted a review of the Latino Family Institute Foster Family Agency (FFA) in April 2011, at which time the agency had nine DCFS placed children in eight homes. The placed children's overall average length of placement was nine months, and the average age was three.

Latino Family Institute FFA is located in the 1st Supervisorial District and provides services to Los Angeles County Department of Children and Family Services' (DCFS) foster youth. According to the Latino Family Institute's FFA program statement, its goal is "to maintain families by using extended family or community resources, to facilitate the reunification of children with birth family members who are able and willing to raise and provide permanent homes for these children when reunification is not possible or in the child's best interest, the Latino Family Institute FFA will have Latino families available and prepare to adopt these children." The Latino Family Institute FFA is licensed to serve children ages 0 through 17.

For the purpose of this review, four children were selected for the review. One placed child was interviewed, as the other three were non-verbal. All four sampled children's case files were reviewed. Two certified foster parents' files were reviewed; four discharged children's files were reviewed; and three staff files were reviewed for compliance with the Title 22 regulations and contract requirements.

None of the placed children were on psychotropic medication.

SCOPE OF REVIEW

The purpose of this review was to assess the Latino Family Institute FFA's compliance with the contract and State regulations. The visit included a review of the Agency's program statement, administrative internal policies and procedures, four placed children's case files, two foster parents' files and three personnel files. Two certified foster homes were visited and the foster parents were interviewed, and one placed child was interviewed to assess the care and services they were receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

SUMMARY

Overall, the child interviewed indicated that she was provided with good care and appropriate services, was comfortable in her environment and was treated with respect and dignity.

The deficiencies noted during the monitoring review were in the area of completing the Needs and Services Plans (NSPs). Additionally, one certified foster parent needed to complete the required re-certification training hours and have the water safety certification on file. Finally, the Agency Social Worker needed to document the monthly contacts with the DCFS Children's Social Worker (CSW), as is required by the contract.

The Latino Family Institute FFA was in substantial compliance with the contract, program statement, and regulatory standards reviewed, scoring an overall 98% level of compliance. Based on our review, the aforementioned deficiencies revealed the need for more thorough documentation. Additionally, routine monitoring of the files by supervisory staff would appear to decrease or eliminate the documentation issues identified. Overall, the Latino Family Institute FFA is providing good care and services to placed children and support to the certified foster parents, which is evident in the relationships formed with the children, agency staff, and certified foster parents.

In conclusion, the Latino Family Institute FFA was receptive to implementing some systematic changes to improve their compliance with regulations and the contract terms. The Administrator agreed to address the noted deficiencies in a corrective action plan.

NOTABLE FINDINGS

The following are the notable findings of our review:

- Of the two certified foster parents' files reviewed, one completed 5 of the 15 hours of training required for re-certification. The Latino Family Institute FFA's Administrator stated that the certified foster parent did not attend the re-certification training as required, as she works on Saturdays and cannot attend training sessions. Nonetheless, the Agency will implement a tracking system to monitor that certified foster parents complete all re-certification training hours.

- In one certified foster home, there is a swimming pool, but there was no water safety certificate on file. The Latino Family Institute FFA's Administrator stated that the Agency will ensure that the certified foster parent obtains a water certificate, and a copy will be on file.

- Of the six updated NSPs reviewed, two did not have the certified foster parents' signature. The Agency's representatives stated that the Agency will ensure that issues presented with regard to NSPs are corrected.

- The Latino Family Institute FFA Social Worker did not document her contacts with the DCFS CSWs monthly to update the placed children's progress in accordance with the contract. This was discussed with the Executive Director who stated that she would instruct her staff to review and address the identified deficient areas as required by the contract.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held May 9, 2011.

In attendance:

María Quintanilla, Executive Director and Virginia Olivas, Administrator, Latino Family Institute and Darío Villamarín, Monitor, DCFS OHCMD.

Highlights:

The Executive Director stated that she agreed with the findings and that the Agency would make the corrections to improve its compliance with regulations and the contract.

Latino Family Institute FFA submitted a timely approved written Corrective Action Plan (CAP), which addressed each recommendation noted in this compliance report. The approved CAP is attached.

We will assess for full implementation of the recommendations during our next monitoring review.

If you have any questions, please call me or your staff may contact Aldo Marin, Board Relations Manager, at (213) 351-5530.

PLB:RS:KR
EAH:NF:dv

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
María Quintanilla, Executive Director, Latino Family Institute FFA
Jean Chen, Regional Manager, Community Care Licensing

LATINO FAMILY INSTITUTE FOSTER FAMILY AGENCY MONITORING REVIEW-SUMMARY

1501 West Cameron Avenue, Suite 240
West Covina, CA 91790
License Number: 97803482

	Contract Compliance Monitoring Review	**Findings: April 2011**
I	**Licensure/Contract Requirements** (6 Elements) 1. Timely Notification for Child's Relocation 2. SIRs Documented and Cross-Reported 3. Runaway Procedures 4. Community Care Licensing Citations, Out-of Home Care Management Division Reports on Safety and Physical Deficiencies 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training 6. FFA pays Certified Foster Parents Whole Foster Family Home Payments	Full Compliance (ALL)
II	**Certified Foster Homes** (13 Elements) 1. Home Study Prior to Certification 2. Contact with References/Including Check with OHCMD 3. Safety Inspection Prior to Certification 4. Timely DOJ, FBI, CACI 5. Health Screening Prior to Certification 6. Required Training Prior to Certification 7. Current Certificate of Approval on File Including Capacity 8. Home Inspection/Evaluations for Re-certification 9. Completed Training Hours for Re-certification 10. CPR/First-Aid/Water Safety Certificates 11. CDL/Auto Insurance 12. Other Adults: DOJ/FBI/CACI 13. Transportation	1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Needs Improvement 10. Needs Improvement 11. Full Compliance 12. Full Compliance 13. Full Compliance
III	**Facility and Environment** (8 Elements) 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Recreational Equipment 5. Sufficient Educational Resources 6. Adequate Perishable and Non Perishable Food 7. Disaster Drills Conducted 8. Allowance Logs	Full Compliance (ALL)

IV	**Maintenance of Required Documentation and Service Delivery** (11 Elements) 1. DCFS CSW Authorization to Implement NSPs 2. Children's Participation in the Development of NSPs 3. NSPs Implemented and Discussed with Foster Parents 4. Children's Progress Towards Meeting Goals 5. Timely Developed Initial NSPs with Child 6. Timely Comprehensive Initial NSPs with Child 7. Therapeutic Services Received 8. Recommended Assessments/Evaluations Implemented 9. DCFS CSWs Monthly Contacts Documented 10. Timely Developed Updated NSPs with Child 11. Timely Comprehensive Updated NSPs with Child	1. Full Compliance 2. Full Compliance 3. Needs Improvement 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Needs Improvement 10. Full Compliance 11. Full Compliance
V	**Education and Workforce Readiness** (7 Elements) 1. Children Enrolled in School Within Three Days 2. Children Attending School as Required 3. Agency Facilitates Child's Educational Goals 4. Child's Academic and/or Attendance Increase 5. Current IEPs Maintained 6. Current Report Cards Maintained 7. Agency Facilitates Child's Participation in YDS/Equivalent/Vocational Program	Not Applicable (ALL)
VI	**Health and Medical Needs** (6 Elements) 1. Initial Medical Examinations Conducted 2. Initial Medical Examinations Timely 3. Follow-up Medical Examinations Timely 4. Initial Dental Examinations Conducted 5. Initial Dental Examinations Timely 6. Follow-up Dental Examinations Timely	Full Compliance (ALL)
VII	**Psychotropic Medications** (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	Not Applicable (ALL)

VIII	**Personal Rights** (13 Elements) 1. Children Informed of Foster Home's Policies and Procedures 2. Children Feel Safe 3. Satisfaction with Meals and Snacks 4. Foster Parents Treatment of Children with Respect and Dignity 5. Appropriate Rewards and Discipline System 6. Children Allowed Private Visits, Calls and Correspondence 7. Children Free to Attend Religious Services/Activities 8. Reasonable Chores 9. Children Informed About Psychotropic Medication 10. Children Aware of Right to Refuse Psychotropic Medication 11. Children Informed About Voluntary Refusal of medical and Dental Care 12. Children Participation in At-Home and School Activities 13. Children Participation in Extra-Curricular Activities	 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Not Applicable 9. Not Applicable 10. Not Applicable 11. Not Applicable 12. Not Applicable 13. Not Applicable
IX	**Personal Needs/Survival and Economic Well-being** (8 Elements) 1. $50 Clothing Allowance 2. Ongoing Clothing Inventories of Adequate Quantity 3. Ongoing Clothing Inventories of Adequate Quality 4. Involvement in Selection of Clothing 5. Provision of Personal Care Items 6. Minimum Monetary Allowances 7. Management of Allowance 8. Encouragement and Assistance with Life Book	Full Compliance (ALL)
X	**Discharged Children** (3 Elements) 1. Stabilization of Placement prior to Discharge 2. Discharge Summary Completed 3. Child Completed High School	 1. Full Compliance 2. Full Compliance 3. Not Applicable

XI	**Personnel Records** (14 Elements) 1. DOJ Timely Submitted 2. FBI Timely Submitted (After January 1, 2008) 3. CACIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Education/Experience Requirement 6. Employee Health-Screening Timely 7. Valid Driver's License 8. Signed Copies of FFA Policies and Procedures 9. Initial Training Documentation 10. One-hour Training of Child Abuse Reporting 11. CPR Training Documentation 12. First-Aid Training Documentation 13. Ongoing Training Documentation 14. Social Workers Appropriate Case Ratio	Full Compliance (ALL)

LATINO FAMILY INSTITUTE FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW

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West Covina, CA 91790
License Number: 197803482

The following report is based on a "point in time" at the time of the monitoring visit. This compliance report addresses findings noted during the April 2011 monitoring review.

CONTRACTUAL COMPLIANCE

Based on the results of the compliance review, the Latino Family Institute Foster Family Agency (FFA), was in substantial compliance scoring an overall 98% level of compliance. The Latino Family Institute FFA was in full compliance with seven of 11 sections of our contract compliance review: Licensure/Contract Requirements; Facility and Environment; Health and Medical Needs; Personal Rights; Personal Needs/Survival and Economic Well-being; Discharged Children; and Personnel Records. Two sections, Education and Workforce Readiness, and Psychotropic Medications were not applicable as the four children whose files were reviewed were not school-age, and there were no children on psychotropic medication. The following report details the results of our review:

CERTIFIED FOSTER HOMES

Based on our review of two certified foster parents' case files and/or documentation from the provider, the Latino Family Institute FFA was in full compliance with 11 of the 13 elements reviewed in the area of Certified Foster Homes.

We noted that a certified foster parent in one home completed 5 of the 15 hours of training required for re-certification. Additionally, in this same certified foster home, there was a swimming pool, but the foster parent did not have a water safety certificate on file. The Latino Family Institute FFA's Administrator stated that the certified foster parent did not attend the re-certification training as required, as she works on Saturdays and cannot attend training sessions. Nonetheless, Latino Family Institute will implement a tracking system to monitor that certified foster parents complete all re-certification trainings.

Recommendations:

Latino Family Institute FFA's management shall ensure that:

1. Certified foster parents have the required 15 hours of training for re-certification.

2. All applicable certified foster parents have required water safety certificates maintained on file.

MAINTANANCE OF REQUIRED DOCUMENTATION AND SERVICES DELIVERY

Based on our review of four children's case files and/or documentation from the provider, Latino Family Institute FFA was in full compliance with 9 of the 11 elements reviewed in the area of Maintenance of Required Documentation and Services Delivery.

We noted that placed children met the FFA's population criteria as outlined in its program statement.

Although the Needs and Services Plans (NSPs) were developed timely, were comprehensive, and discussed with the certified foster parents, of the six updated NSPs reviewed, two were not signed by the certified foster parents. The Agency's representatives stated that the Agency will ensure that issues presented with regard to NSPs are corrected by asking the certified foster parents to sign the NSPs prior to the end of the current quarter.

We also noted that a Latino Family Institute FFA's Social Worker did not document monthly contacts with the DCFS CSW regarding updates on the placed children's progress. The Agency's representatives stated that the Agency will ensure that this issue is corrected by indicating in the NSPs specific dates of contact and be clearly documented in the agency's Contact Log.

Recommendations:

Latino Family Institute FFA's Management shall ensure that:

3. Updated Needs and Services Plans are signed by certified foster parents.

4. Latino Family Institute FFA Social Worker documents monthly contacts with the DCFS CSWs to update the children's progress as per the contract.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S CONTRACT REVIEW REPORT

Objective

Determine the status of the recommendations reported in the A-C's prior monitoring report.

Verification

We verified whether the outstanding recommendations from the last Auditor-Controller's (A-C) contract review report issued April 8, 2009 were implemented.

Results

The A-C's prior monitoring report contained six outstanding findings. Specifically, the Latino Family Institute FFA was to ensure that staff adequately monitors foster homes to ensure they comply with the County contract and CDSS Title 22 regulations; that foster homes adequately secure knives, alcoholic beverages and other items that could pose a potential safety hazard to the children; that DCFS CSWs approve Needs and Services Plans as required. Further, the Latino Family Institute FFA was to ensure that Termination reports were prepared within the required timeframes; that children were visited twice a month, approximately 14 days apart after the first three months of placement by the Agency's social workers; and that children and DCFS CSWs receive a comprehensive overview of the Agency's policies. Based on our follow-up of these recommendations, the Latino Family Institute FFA fully implemented all of the outstanding recommendations from the A-C's contract compliance report of April 8, 2009.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of the Latino Family Institute FFA has not been posted by the A-C.

LATINO FAMILY INSTITUTE
1501 Cameron Avenue Suite 240 West Covina, CA. 91790 (800) 294-9161

June 14, 2011

Mr. Dario Villamarin
DCFS OHCMD
9320 Telstar Ave. #216
El Monte, CA 91730

RE: **Corrective Action Plan**
LFI Review April 2011

Mr. Villamarin,

Your recent OHCDM review of our agency resulted in some areas that require our attention in improving our compliance with the Department of Children and Family Services county contract. This Corrective Action Plan is designed to address each area of concern noted in your review. On 5/11/11, the day following our meeting with Mr. Villamarin, Program Manager, Virginia Olivas, MSW, circulated an email outlining Mr. Villamarin's findings, recommendations, and new protocol to address each area. Furthermore, on Tuesday 5/17/11, Program Manager Virginia Olivas met with social work staff to train and review the implementation of the below-mentioned protocols.

NSP Reports: Mr. Villarmain noted that LFI Needs & Service Plan (NSP) Reports were timely however there was one report with a missing foster parent signature. Moving forward, reports will be signed by foster parents prior to the end of the current quarter so that foster parents are offered the opportunity to participate in the development of any modifications to the Needs and Services Plans prior to seeking CSW's final approval. LFI will implement new protocol requiring that social workers submit NSP reports to Program Manager 7-10 days prior to the NSP Report Due Date. Upon Program Manager's approval, LFI staff will mail the NSP Report to CSW and obtain foster parent signatures within 3 days of the NSP Report due date. Furthermore, LFI will develop a tracking mechanism to ensure that foster parents have submitted signatures.

Training Hours: Mr. Villarmarin found that an LFI foster parent was short ten hours of annual training. LFI has implemented new tracking mechanism to track the hours of each individual certified foster parent. In addition to this tracking mechanism, on 5/10/11 LFI has purchased the upgraded Foster Trak software. This software will allow our staff to input and track the hours of training for each foster parent. With both of these tracking mechanisms in place, foster parents' training hours will be closely monitored.

Monthly Contact with CSW: Although LFI has always trained workers to document monthly contact with CSW, Mr. Villamarin found that two of LFI's children's files did not contain documented monthly contact with L.A.C. Children's Social Workers (CSW). Moving forward, LFI will require that on page 10 of the NSP Report in the Section designated for "*Visitation/Involvement/Contact with Family or Origin/Guardian*," LFI social workers will indicate specific dates of contact that LFI staff has with the CSW. In addition to indicating specific dates in the NSP, LFI will continue to require that these contacts with CSW be clearly documented in the Contact Logs. However, moving forward, LFI staff will **bold** the CSW's name in the contact log so that our auditors can easily identify these contacts.

Water Safety Certification: Mr. Villamarin found that one of our families with a swimming pool did not have a Water Safety Certification. This was an oversight as LFI does require that homes with swimming pools have a foster parent that is certified in Water Safety. In further researching the matter, it appears that these particular foster parents were scheduled to take the Water Safety Training as part of our scheduled First Aid/CPR offered at LFI. Unfortunately, the couple had unforeseen circumstances and left early missing the Water Safety Training. This particular family received their Water Safety Certification on 5/12/11. Moving forward, LFI staff will input this information into the upgraded Foster Trak software in order to improve for tracking for the Water Safety Certifications.

I appreciate your continued collaborative partnership and honest feedback to improve program services. Please feel free to contact me if you require further action, revisions, or clarifications.

Respectfully,

Virginia Olivas, MSW
LFI Program Manager
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